



## QUALITY POLICY STATEMENT

### Commitment to Quality

Quality is integral to all our working practices. We believe that it is critical to the success of our business. The key elements of our approach to Quality are based on the following Quality Principles:

#### Customer focus

We depend on our customers and are committed to supplying them with high quality products and services that conform to their requirements. Our aim is always to meet or exceed our customers' expectations.

#### Leadership

The Senior Management Team are committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. We will provide an internal environment in which our people can become fully involved in achieving the organisation's quality objectives.

#### Engagement of people

We aim to recruit & retain highly motivated, competent people. Our people are seen as our most important resource. We encourage their full involvement in order to develop their abilities for the benefit of the individual and the company.

#### Process approach

We will manage our activities and associated resources as a series of planned processes. We will maximise our efficiency to produce the right product, at the right time with minimum wastage. Our individual processes will be structured into a documented Quality Management System which meets the requirements for BS EN 9001:2015 and the National Highway Sector Schemes that are listed within the scope of our certification.

#### Improvement

We are committed to the continuous improvement of the products and services that we provide and to the effectiveness of our Quality Management System. We will set clear quality objectives and monitor our progress towards their successful achievement.

#### Evidence based decision making

We will measure our performance in key activities and use the data collected to make informed and effective decisions on how to improve our processes.

#### Relationship management

An organisation and its clients, suppliers and collaborative business partners are interdependent. We will seek to develop mutually beneficial relationships to improve Quality leading to greater reliability, enhanced services and increased efficiency.

#### Certification

Our QMS is externally audited by BSI Assurance UK Ltd and has been certified as meeting the requirements of BS EN ISO 9001:2015 for Quality Management Systems and the National Highway Sector Schemes listed within the scope of our certificate.

A handwritten signature in black ink.

Richard Towl  
SWH Managing Director,  
Date: January 2017

